

Child Support Advisory Board
MINUTES
May 15, 2003

Present

1st District, Jane Preece, Esq.
2nd District, John Murrell
2nd District, Paula G. Leftwich
3rd District, Lucy T. Eisenberg, Esq.
4th District, Maria Tortorelli
5th District, Susan Speir
5th District, Reginald Brass

Chief Information Office,
Earl Bradley
Department of Children and Family Services,
Patti Griffin
Child Support Services Department,
Philip Browning
Department of Public Social Services,
Rosie Ruiz
Superior Court, David Jetton
CA Department of Child Support Services,
Nancy Stone

Guests

Steven Golightly, CSSD
Lori Cruz, CSSD
Julie Paik, CSSD
Lisa Garrett, CSSD
Gail Juiliano, CSSD
Carol Mentell, CSSD
Ginger Ragazzi, DPSS

Absent

3rd District, Betty Nordwind
4th District, Jean F. Cohen
Franchise Tax Board, Debbie Strong

Elyse Wing, ACF IX
Harold Diaz, CSSD
Tricia Vitasa, CSSD
Lawrence Hill, SEIU Local 660
Jenny Skoble, HBCFL

Staff Support

Lee Millen, Board of Supervisors
Peter Papadakis, Board of Supervisors

CALL TO ORDER

Chairperson Eisenberg called the meeting to order at 9:40 a.m.

APPROVE MINUTES OF APRIL 17, 2003

On motion of Member Browning, seconded by Vice Chair Speir and unanimously carried, the minutes of April 17, 2003 were approved with the following corrections:

Page 4, paragraph one: "Further, DPSS ~~will create a central program coordinator position~~ has identified a contact person to receive and resolve Single Index concerns,...".

DIRECTOR'S REPORT:

Philip Browning, Director, CSSD, reported the following:

Member Browning announced that Chairperson Eisenberg was mentioned as an honoree for community service at a recent Board of Supervisors' meeting. He presented a five-signature scroll to Chairperson Eisenberg on behalf of the Board of Supervisors, commending her for the many community service volunteer hours she has provided.

Member Browning introduced Elyse Wing, Federal Office of Child Support Services, and a new employee, Harold Diaz, CSSD, that directs budget and legislative responsibilities.

DCSS staff has met with CSSD regarding State budget constraints; a 5.5% budget cut was anticipated for Los Angeles County, however, a current 7% cut is projected in the Governor's budget. Member Browning testified in Sacramento recently regarding the value of allocations to Los Angeles County; the CSSD is a revenue producing operation. If case funding were used to determine appropriations instead of formula funding, Los Angeles County's allocation would increase by \$35 million. The funding shortage will require a reduction in some services currently provided (Call Center Toll Free number, Saturday service, etc., and personnel cuts that may number about 300 staff.

Member Browning requested a letter of support from the CSAB regarding the state's budget reduction for the CSSD. Following discussion, on motion of Vice Chair Speir, seconded by Chairperson Eisenberg and unanimously carried, the CSAB will forward a letter, pending CAO approval, to key state legislators and the County's delegation, indicating support for full funding of Los Angeles County CSSD operations, including that the County is a revenue producer and accounts for 28% of the state's population,.

Nancy Stone, DCSS, noted that there was a one-time cost taken out of Los Angeles County's CSSD budget, which amounts to a 3% cut; this was a smaller reduction than several other counties received. Member Browning reported that the CSSD's projected cut for next fiscal year stands at 7%. Ms. Stone advised that a reduced allocation will be disbursed among counties and it is unclear whether layoffs will be required to balance their budgets.

REVIEW AND DISCUSS MONTHLY REPORTS/PERFORMANCE MEASURES AND WHAT DATA SHOULD BE ADDED/DELETED

Chairperson Eisenberg asked members for their input on which reports and performance measures are most useful to CSAB. Following discussion, the Board decided to change

customer service and family law facilitator reports to quarterly formats. Further, the Board agreed to keep the order calculation method and money on hold reports as monthly, but agreed to drop the comprehensive monthly state performance measures report and training development reports, and keep the condensed monthly state performance measures report.

CO-LOCATE: Report on monitoring and assessment of Co-Locate Pilot in Encino and Glendale

Julie Paik, CSSD, summarized the status of the Co-Locate Pilot in Encino and Glendale. Ms. Paik noted that the assessment was positive, but difficult to quantify. Chairperson Eisenberg expressed concern that the numbers do not reflect actual results of the program's effectiveness. Steven Golightly, CSSD, noted that the program was not a pilot per se', in that it did not measure past performance but rather attempted to improve current communication and relationship skills between the Encino and Glendale offices. In the absence of prior performance data, the results can not be quantified; however, improvements are apparent in the level of communication and relationship skills among both offices.

WELFARE COMMITTEE: MEMBERSHIP AND MISSION

Member Preece agreed to Chair the Committee, and Members Brass and Murrell agreed to assist as Members. Following discussion, on motion of Member Preece, seconded by Vice Chair Speir and unanimously carried, the CSAB created the Joint DPSS/CSSD Issues Committee.

SUMMARY REPORT OF DECISIONS – IMPROVEMENTS TO DPSS / ARS INTERFACE

Steven Golightly explained that the DPSS had problems identifying funding at the state level but still proceeded with changes in the Interface issues. Also, the DPSS and CSSD agreed to meet every 2 months regarding improvements to interface issues. In addition, DPSS provided CSSD with 20 PC work stations and printers to enable staff to have direct access to LEADER and avoid Single Index software problems. This is a major step forward and is at no cost to CSSD. Further, Mr. Golightly recommended that a letter be prepared from Member Browning to Bryce Yokomizo, Director, DPSS, outlining the commitment among the CSSD/DPSS staff regarding this issue.

(Rose Ruiz and Patti Griffin were excused from the meeting).

FOLLOW-UP ON LOCATE AUDIT: Report on steps being taken to address issues raised by Audit

Discussion ensued on the Auditor-Controller's Locate Process Review (copy on file). Chairperson Eisenberg inquired whether there's a verification roadblock pertaining to recommendation #7 of the Locate Process Review. Following further discussion, Chairperson Eisenberg requested a six month survey for a follow-up on improvements to LOCATE, with a progress report by September 2003. Vice Chair Speir requested an

estimated guideline in regards to recommendation #6. Lori Cruz, CSSD, responded that the focus is on new employers rather than previous employers in terms of assigning wage assignments.

CSI UPDATE

Lori Cruz reported that CSSD continues to work on the modification project. As of May 12, 2003, 8,244 orders were modified compared to 2,500 orders last fiscal year, and year-to-date for the current support measure is 35.6% compared to 33% last fiscal year; a 45% measure is the goal. Also, current support collections on new orders has improved.

(Member Leftwich was excused from meeting).

PUBLIC COMMENT

Kevin McCray addressed the Commission concerning a child support dispute and requested assistance from the Board in resolving his child support case and certain inaccuracies. His child support payments have remained current for the past sixteen years, however, since the custodial parent (mother) claimed he owed upwards of \$10,000, the District Attorney's office took action against him and the CSSD began garnishing his wages. Mr. McCray contested this action in court providing copies of his cancelled checks that disprove he has been delinquent. However, the garnishment of wages affected his credit rating, he was unable to purchase a home, and he has not been able to visit his daughter during the past six months. Chairperson Eisenberg requested that he meet with Lori Cruz to assist in resolving this matter.

Chairperson Eisenberg mentioned that there will be a 45 minute PRU power point presentation next month.

ADJOURNMENT

The meeting adjourned at 12:05 p.m.